

**GOVERNMENT OF INDIA
INFORMATION AND BROADCASTING
LOK SABHA**

UNSTARRED QUESTION NO:1608
ANSWERED ON:10.12.2008
SERVICES PROVIDED BY DTH OPERATORS
Chaliha Shri Kirip

Will the Minister of INFORMATION AND BROADCASTING be pleased to state:

- (a) whether any complaints have been received by the Government against the Direct-to-Home (DTH) Operators/Providers about the services being provided by them;
- (b) if so, the details thereof during each of the last three years and the current year, company-wise;
- (c) whether there is any mechanism to check the quality of services being provided by these operators/providers;
- (d) if so, the details thereof; and
- (e) the steps taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE FOR EXTERNAL AFFAIRS AND INFORMATION & BROADCASTING (SHRI ANAND SHARMA)

(a): Yes, Sir.

(b): The Government does not maintain separate data of complaints received. However, the number of complaints received by Telecom Regulatory Authority of India (TRAI) during the current and the last three years, company wise is as under:-

Year	Tata Sky Ltd.	Dish TV	Sun Direct TV	Reliance Big TV
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2005	0	2	-	-
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2006	1	5	-	-
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2007	31	30	0	-
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2008	54	39	2	2
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Note: M/s Sun Direct TV and M/s Reliance Big TV started their services in the year 2007 & 2008 respectively.

(c), (d) & (e): Telecom Regulatory Authority of India (TRAI) has issued regulation "The Direct to Home (DTH) Broadcasting Services (Standard of Quality of Service and Redressal of Grievances) Regulation, 2007" dated 31.8.2007 which are effective from 1.12.2007. These regulations have provided for establishment of call centers and appointment of Nodal Officers by DTH service providers for redressal of grievances of consumers. Complaints can also be filed with Authority directly. Authority has also provided for inspection and auditing of complaint redressal mechanism of DTH service providers and also intervention of authority in certain cases. TRAI has vide its order dated 30.7.2008 has directed all DTH Service providers to submit PMR (Performance Monitoring Report) on quarterly basis to the authority.